DOCUMENT RESUME

ED 209 432 CE 030 356

AUTHOR Henschke, John A.
TITLE Evaluating Long Term Impact of Nursing and Other Health Care Professionals Continuing Education Workshops.
PUB DATE Oct 81
NOTE 8p.; Paper presented at the Annual National Adult Education Conference (29th, Anaheim, CA, October 31, 1981).

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Extension Education; Followup Studies; *Health Personnel; Nurses; *Nursing Education; *Outcomes of Education; Postsecondary Education; *Professional Continuing Education; *Program Effectiveness; Program Evaluation; *Workshops
IDENTIFIERS University of Missouri

ABSTRACT

From October, 1977, through December, 1979, 13 one-day continuing education workshops were given by the University of Missouri Extension for nurses and other health-care professionals. A total of 520 different health care professionals attended the sessions, with multiple registrations bringing the total enrollment in the program to 925. Programs were designed to help the participants acquire updated information on various aspects of nursing and other professional health care, new and improved methods and techniques in the delivery of health care, and enhancement of their competencies. To provide long-term evaluation of the effects of the workshops, a one-page Impact Survey Report Form was adapted from one used with the University of Wisconsin-Extension Programs and sent to the past participants. Results from the 341 forms returned by 227 participants were very positive. Most participants reported that they had gained insights, contacts, new ideas, answers to questions, useful resource materials, reinforcement, and help in making decisions. A very high percentage of the respondents rated from "moderate" to "high" the amount of information they actually applied and used, and adequacy of skill training; more than 90 percent said "yes, definitely" or "probably, yes" that the program was worth the time and money spent; and most participants also reported ideas gained at the workshops resulted in better service to their patients and personal satisfaction and confidence. An indepth interview with 20 of the participants and their supervisors is yet to be conducted as part of the evaluation of the workshops. (KC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

EVALUATING LONG TERM IMPACT OF NURSING AND OTHER HEALTH CARE PROFESSIONALS CONTINUING EDUCATION WORKSHOPS

ED209432

By
Dr. John A. Henschke
Continuing Education Specialist
University of Missouri Extension
11? West Third St.
Maryville, MO 64468
Phone (816) 582-8101

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

✓ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

John A. Henschke

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

CE030356

Presented at the
Twenty-Ninth Annual
National Adult Education Conference
October 27 - November 1, 1981
Anaheim, California
Saturday, October 31, 1981
11:00 a.m. - 12:00 noon
Disneyland Hotel
Exhibit Hall, Room 1

EVALUATING LONG TERM IMPACT
OF
NURSING
AND OTHER
HEALTH CARE PROFESSIONALS
CONTINUING EDUCATION WORKSHOPS

CLIENT PROBLEMS

Nurses and other health care professionals constantly need up-dated information and skill development in health care concerning modes of transmission and disease, causative agents, symptoms, preventative and corrective measures. University of Missouri Extension makes this information and skill development available from their nursing and other health care professional schools at a time and location accessible to these working health professionals. These professionals could not leave their homes in Northwest Missouri and attend the University of Missouri or any other school full time. While the primary audience for these programs were Northwest Missourians, participants also came from Southwest Iowa, Southeast Nebraska, and Northeast Kansas.

PROGRAM OBJECTIVES

The program objectives of the thirteen one-day workshops held on as many different topics from October, 1977, through December, 1979, involving 520 different health care professional persons with a total enrollment of 925, were to help them acquire:

(1) Updated information on various aspects of nursing and other professional health care;

(2) New and improved methods and techniques in the delivery of professional health care; and,

(3) Enhancement of their competencies in health care delivery during the late 1970's and well into the 1980's.

TOPICS PRESENTED

The following one-day workshop topics were presented to accomplish the above listed objectives:

(1) Child Abuse and Neglect
(2) Teenage and Adult Alcoholism and Drug Abuse
(3) Growth and Development - Behavior Problems
(4) Depression and Suicide
(5) The Dying Patient and His Family
(6) Mental Health and the Older Adult
(7) Management and Assessment of the Cardiac Patient - A Team Approach
(8) Stress, Anxiety, and Depression
(9) Psychodrama
(10) More Effective Therapeutic Communication for the Health Care Professionals
(11) The Sex Experience Cycle of the Physically and/or Emotionally Disabled Person

(more)

(12) Assertive Training for the Health Care Professional
(13) The Human Side of Aging

Each of the thirteen programs had finished with a fairly typical post-meeting reaction evaluation form. Those immediate reactions were mostly positive and some of the participants came back to subsequent workshops. Not only that, the number of new participants kept increasing with each succeeding workshop. However, the long-term effect some years and months later of what the participants gained and were still using in their professional practice was the main concern which initiated this study.

EVALUATION DESIGN

The evaluation design consisted of a number of components: an impact survey report form for each program and participant; a personal interview with twenty past participants; and, a personal interview with one supervisor of each of these twenty participants.

The one-page Impact Survey Report Form (sample attached) was adapted from the one used with University of Wisconsin-Extension Programs (Steele, 1980). In March, 1981, a cover letter was sent to the past participants along with a copy of each form for the program(s) he/she had attended between 1977-79. They were requested to complete their viewpoint now of what and how these programs provided in the late 1970's contributed to their nursing and other health care professional practice and delivery to people thus far in the 1980's. A reminder card was sent in May, 1981. A second letter with forms was sent in July, 1981, to those who had not responded.

Data results from this part will be presented in the next section entitled: Evaluation Results.

The in-depth interview part of the evaluation with twenty each of participants and their bosses is yet to be conducted, as of this presentation. The materials to be used are adapted from those developed at Minnesota's Northern Telecom Systems Corporation (Cornwell, 1980). These will be used to probe the data yielded from the Impact Survey Report Form as well as asking some additional questions.

It is also anticipated that the same procedures will be used in the future to gain long term impact data from the 340 total and 240 different participants who have attended the four 1980-81 programs entitled:

(1) Pediatric Assessment of the Newborn;
(2) Chronic Obstructive Pulmanory Disease;
(3) Congestive Heart Failure; and,
(4) Moral, Ethical, and Legal Issues of Nursing Practice.

Future programs will be treated in the same way regarding gathering long-range impact data. Programs anticipated for the 1981-82 year include:

(1) Diabetes Assessment;
(2) Mental Health--Dealing with Stress and Burnout; and,
(3) Pediatric Assessment of the School-Age Child.

EVALUATION RESULTS

A sample of the December 3, 1979 Impact Survey Report Form is included herewith. The forms for the thirteen different programs were the same as the sample included with three exceptions: The title, date, and objectives of each were appropriate to each program under consideration.

Returns on the impact survey report have totaled 341 forms from 227 participants. The returns on these indicate the following:

1. What they gained by taking part in these programs is indicated by the number of responses to each item--

   204--Insights from hearing what others are doing
   150--Contacts with experts in my field
   181--New ideas to try
   167--Answers to questions
   143--Useful resource materials
   143--Reinforcement that you probably are doing things right
   125--Contacts with other participants
   112--Help in making a decision
    78--Development of a new skill
    12--Other
    15--Nothing much

2. Above eighty percent rated from moderate to high the amount of information they actually applied and used, value to them and others, and adequancy of skill practice allowed to them to use back on the job.

3. Over ninety-four percent said yes, definitely or probably yes that their gain from the program was worth the time and money they spent.

4. The benefits resulting from their use of the ideas gained at these programs included other things in addition to the most important ones of better service to the patients and personal satisfaction, as indicated by the number of responses to each item--

   213--Better service to patients
   213--Personal satisfaction
   178--Personal confidence
   145--Greater skill
   149--Improved decision making
   161--Increased thinking ability
   128--Better personnel relations
   108--Greater satisfaction from the people you serve
    54--Better planning
    50--Better use of time
    52--Better management
    33--Improvements in community
    23--Improved handling of regulations, forms, etc.
     6--A new position or a promotion
     4--Increased income
     6--Other

5. The health care needs of 11,764 different patients per week are being served presently by the professionals who attended these programs.

The health care needs of 18,846 total "professional-program-participant-patients" are currently being served per week with many of these nurses and other health care professionals having attended more than one of these programs.

Among the stories of what participants used from the workshops and results they had are the following:

Child Abuse and Neglect

"I presented a child abuse workshop to my nursing staff,"

"I assisted hospital staff in proper use of drug hot line,"

"I used this information to help a niece know the child abuse law, the number to contact and decide whether to report a case of what looked like child abuse."

Depression and Suicide

"I am a school teacher. A student had taken an overdose of drugs at a ballgame. I was able to talk with her and keep her at school until her mother arrived to take her to the hospital. They pumped her stomach and saved her. I was grateful for the information I'd learned at the course."

The Dying Patient and His Family

"In a year's time I serve 40-50 families in a death situation, counseling with many of them to prepare them for the final step of death. I am better able to do this and bring comfort, strength and hope to patient and family because of this workshop."

Stress, Anxiety and Depression

"This course helped me greatly with the 63 counseling sessions I have conducted this year such as coping, crisis situations, depressions, attempted suicides."

Based solely on the Impact Survey Report Form Data, it seems safe to assume that the general health level of the overall Northwest Missouri community and its outreach into neighboring states has been improved through these continuing education programs.

BIBLIOGRAPHY

Cornwell, J.B., "Justify Your Training Efforts With On-The-Job Performance." Training: The Magazine of Human Resources Development. August, 1980, Vol. 17, No. 8, p.p. 34-36.

Steele, Sara M., Using A Common Instrument Regardless Of Specific Program Activity. Paper prepared for presentation at North Central Extension Evaluation Workshop, Madison, Wisconsin, July, 1980.

IMPACT SURVEY REPORT FORM

WHAT HAPPENED SINCE YOU TOOK PART

NAME _____ (Optional but helpful) DATE: December 3, 1979

TITLE: The Human Side of Aging: A Practical Application of the Psychological Principles

OBJECTIVES of the Continuing Education Program were for participants to be able to:

(1) Have a working knowledge of the normal aging process.
(2) Understand the effects of aging on physical and mental disease.
(3) Articulate the values of continuing productivity and social interaction.
(4) Help the senior citizen to cope with the prospects of transplantation from their own home to that of a nursing care center.

---

1. Which of the following best describe what you gained from taking part in this program? (Check any that apply.)

___ Answers to questions
___ Help in making a decision
___ New ideas to try
___ Insights from hearing what others are doing
___ Reinforcement that you probably are doing things right
___ Useful resource materials
___ Contacts with experts in my field
___ Contacts with other participants
___ Development of a new skill
___ Other (indicate what) _____
___ Nothing much

2. How would you rate the: (Circle [0] the number that applies on each one below.)

	LOW		MODERATE		HIGH
a. Amount of information that you actually applied and used?	1	2	3	4	5
b. Value to you?	1	2	3	4	5
c. Value to someone else (professional practice, employer, patients, family, etc.)?	1	2	3	4	5
d. Adequacy of skill practice allowed for you to use it on your own (back on the job)?	1	2	3	4	5

3. Considering the time and expense involved, was what you gained from the program worth it? (Check one.)
_____ Yes, Definitely; _____ Probably Yes; _____ Probably No; _____ Definitely No.

4. Have any of the following benefits resulted from your use of ideas from this particular workshop? (Check any that apply.)

___ Greater skill
___ Personal satisfaction
___ Personal confidence
___ Increased thinking ability
___ Improved decision making
___ Increased income
___ A new position or a promotion
___ Improved handling of regulations, forms, etc.
___ Better planning
___ Better management
___ Better personnel relations
___ Better use of time
___ Better service to patients
___ Greater satisfaction from the people you serve
___ Improvements in community
___ Other (indicate what) _____

5. Approximately how many persons do you serve in your work during an average week? _____

6. Please describe something that you used and the results you had.

7

Please complete this form and return as soon as possible but not later than [illegible], 1981, to:

July 20
Dr. John A. Henschke
University of Missouri Extension
112 West Third Street
Maryville, MO 64468

Thanks for your prompt help!

8